

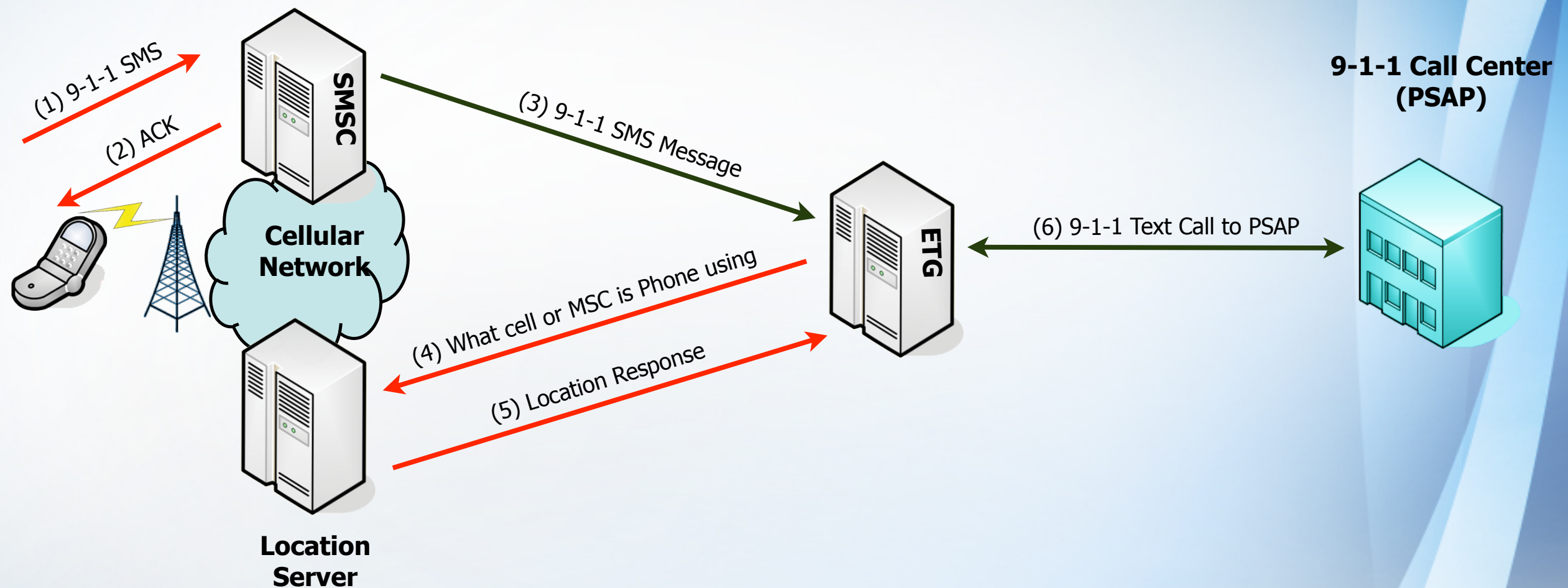


Using SMS as a Reliable Communications to 9-1-1

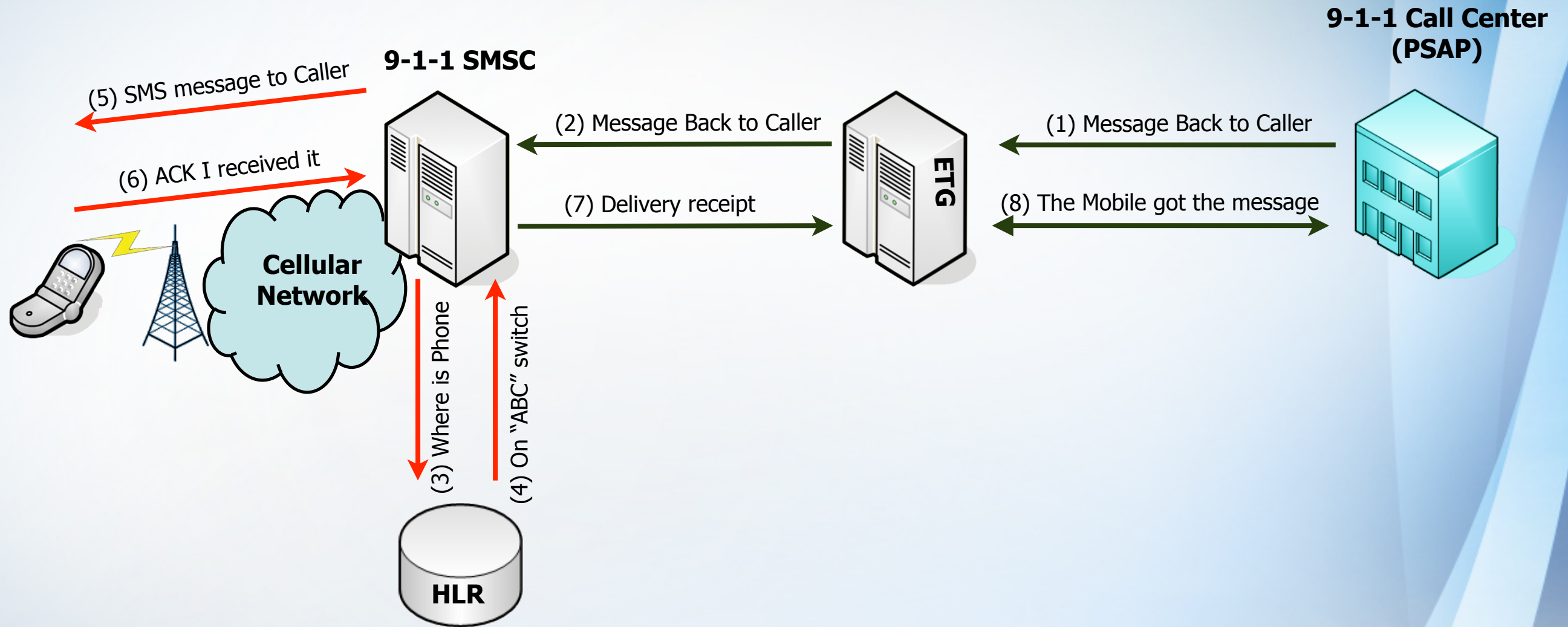
Agenda

- Introductions
- SMS Usage Today
- SMS Deployed in Carrier Networks
- Communicating with 9-1-1
- SMS to 9-1-1 and Next Gen 9-1-1
- Conclusions
- Q & A

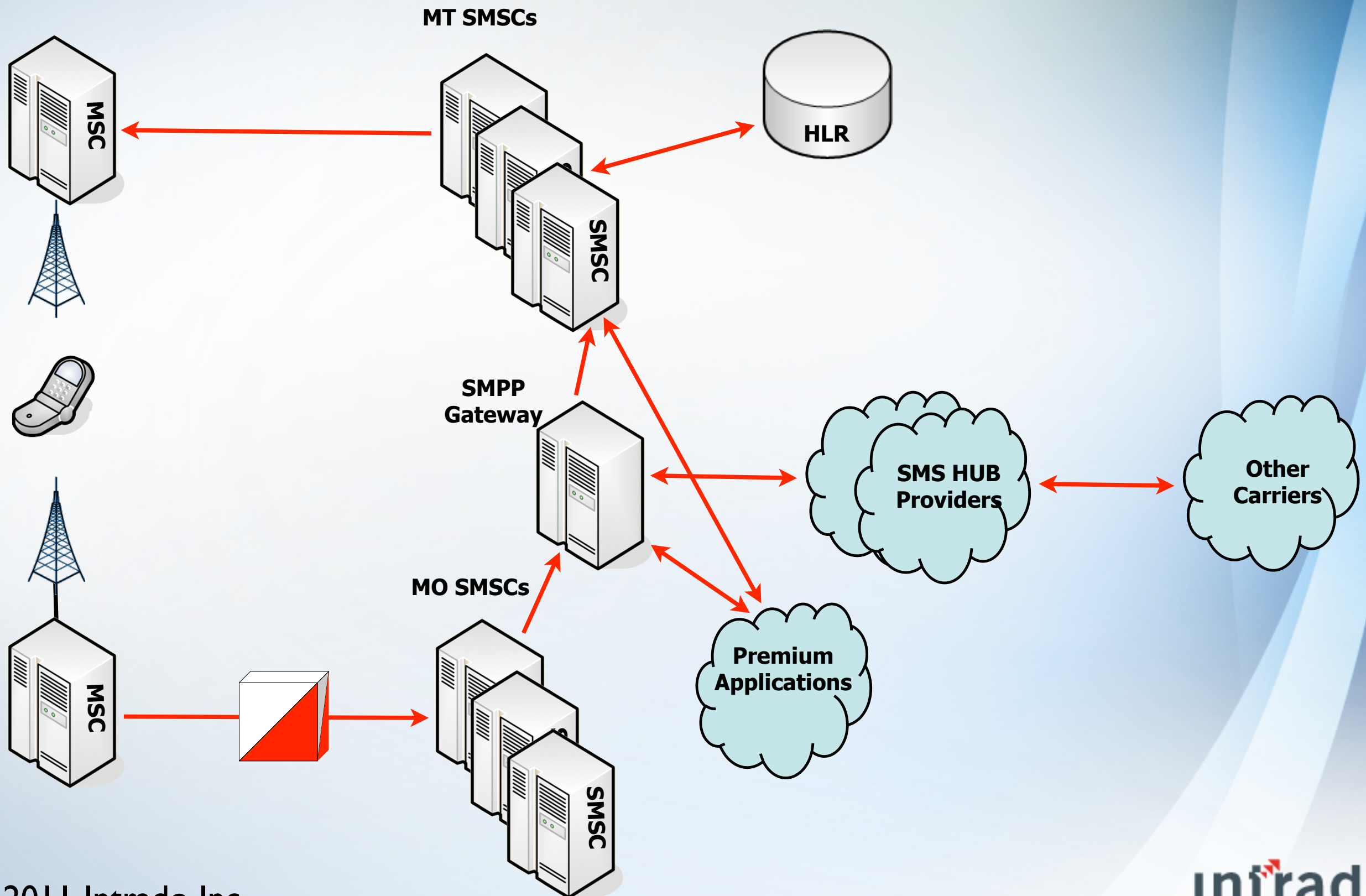
User to 9-1-1 Text Messages



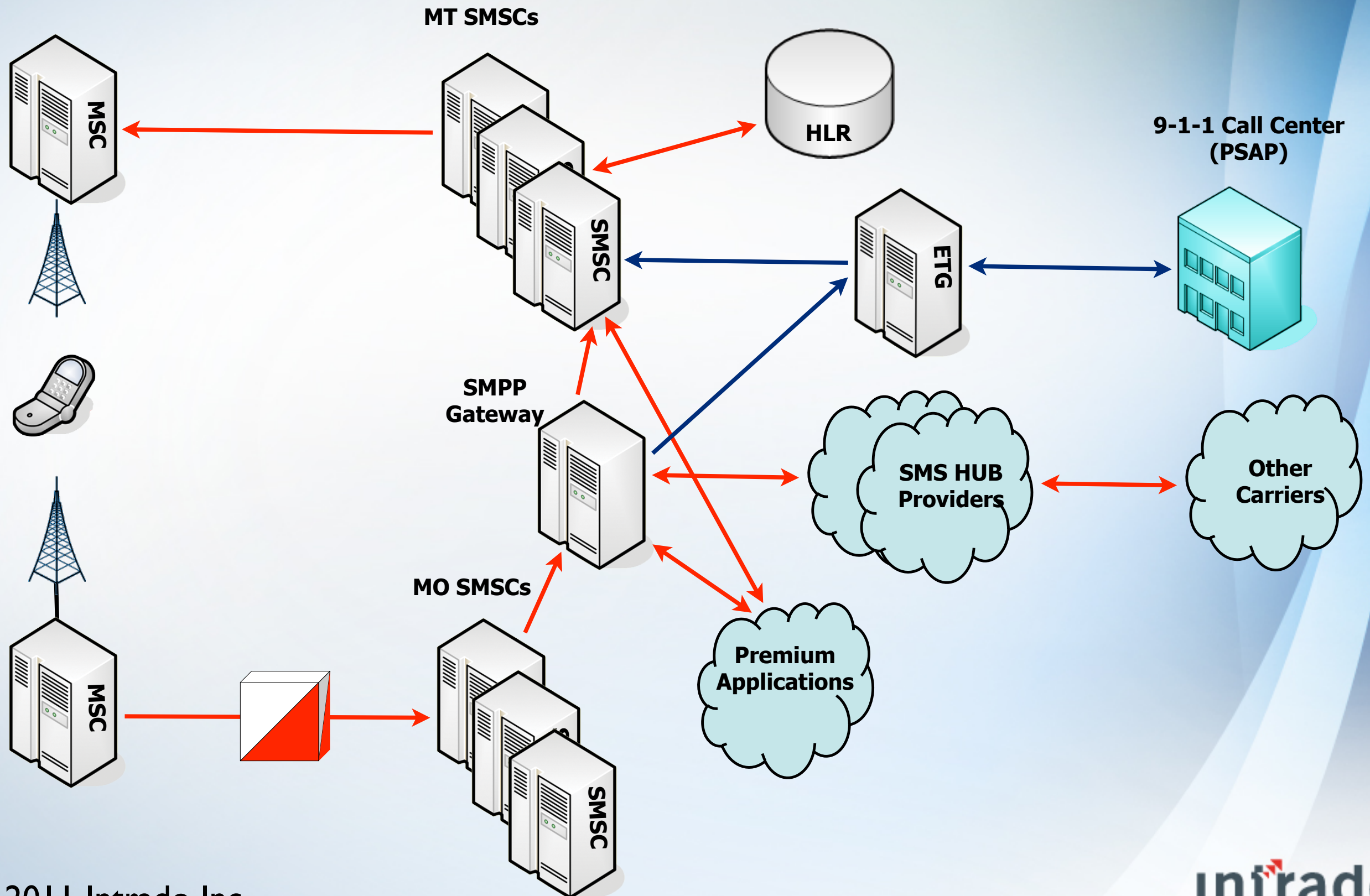
9-1-1 to User Text Messages



Carrier Messaging Infrastructure

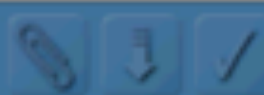


Text 2 9-1-1 Integration into Carrier Network





Compose



ALI

ALI

RTX

TTY

TEL #

NAME

ADDRESS

CLASS

P-ANI

EXACT

MAIN #

X

Y

ESN

PROVIDER

CONF

UNCERT

AGENCIES

Redial

319-241-2792

9-1-1

EMER

ADM

STOP

S/U

PLAY

STOP GRT

MON EXT

1 - 6:37

RINGDN

EXT

TEXT

Release

CONF

Transf

HOLD

SMS / Text Conversation

i need help at 123 main street

This is an automated response from 9-1-1. To properly route your message, please reply with the nearest CITY or the nearest zip code.

chicago

What is the emergency? What do you need help with?

My BF is here with 2 other guys. They will not leave and i am scared they might hurt me

What is his name? Has he hurt you or anyone else? Does he have a gun?

he ownes a gun. i do not know if he has it. i am hiding in back closet!

Police are on their way. Stay in a safe location.

The police should be at your door now.

Send

LAW
SAPD CENTRAL

FIRE
SAFD

EMS
AIRLIFE

HOSPITALS
UNIVERSITY

TRANSLATOR
4569201

EXTENSIONS
RECORDS

UTILITES
CPS ENERGY

TOW
AAA

DISPATCH
SUPE OFC

POSITION 9

3/9/2010 10:57:33 AM

ABOUT

ABOUT

Conclusion

- Nearly 3 trillion text messages were sent in the US in 2010*
- 54 million individuals with disabilities living in the United States**
- SMS 2 9-1-1 is reliable and works today
- SMS 2 9-1-1 enables an evolutionary path to Next Gen 9-1-1
- SMS 2 9-1-1 works without modifying, or burdening the commercial SMS networks
- SMS 2 9-1-1 requires upgrades and broadband access at the PSAP to receive Text 2 9-1-1 messages
- Voice is still the best way to contact 9-1-1

**SMS Infrastructure Markets, Frost & Sullivan N784-65, 2010*

**Matthew W. Brault, Current Population Reports 3, *Americans with Disabilities: 2005, (Dec. 2008)* (“2005 Census Report”), <http://www.census.gov/prod/2008pubs/p70-117.pdf>.